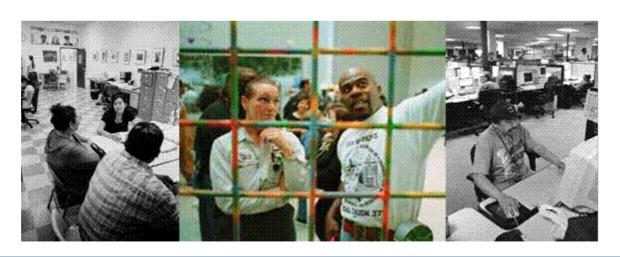


EAMS e-forms Trial Participant Training August 27, 2010



Agenda

- Introduction
- Overview of the e-forms Trial
- e-form Filing
- EAMS Help Desk
- The Unprocessed Document Queue
- Tips & Tricks from Current e-form Users
- Q&A

Q & A Process

- Write down your questions leave room for answers
- Note your main question ask it first
- Press *1 if you want to ask a question
 - Our Moderator will be connecting you in order
- Each administrator will be able to ask 1 question initially
 - If you have more, press *1 to get back in the queue
- Listen carefully to each question
 - Many of yours will be answered as we go
- If you have more, press *1 to get back in the queue

Overview of the e-forms Trial

- Purposes of trial
- Test e-forms functionality in EAMS
- Reduce paper flow into system
- Expedite form filing
- Refine proposed regulations
- First round began September 22, 2008 & this is Round 10
- Ends when e-forms regulations become effective

Website links

- Main EAMS Page
 - www.dwc.ca.gov/eams
- Uniform Assigned Name (UAN) Online Database
 - http://www.dir.ca.gov/DWC/eams/EAMS LC/EAMS_ClaimsAdmins_Reps.htm
- EAMS Case Number Lookup Tool
 - http://www.dir.ca.gov/dwc/eams/eams-lc/EAMSCases.asp
- At the bottom of the EAMS main page is a section titled "Working In EAMS" where you will find the links to the UAN and the EAMS Case Number Lookup Tool as well
- Jackie's email: JMCCONNIE@DIR.CA.GOV

Trial Registration

- Organization
- Person
- User
- Administrator
- Alternate administrator

Logons

- Username
- Password
- Only 1 person in your office can be logged in at a time

e-forms Only

- For duration of participation
- Except documents completed at District Office or otherwise specified, e.g. DOR for satellite District Office, Regular DOR if e-form filing not successful, DOR for asbestos cases

Civil Code Section 1798 Compliance

- Maintain reasonable security procedures and practices
- Promptly disclose any breach OR potential breach
 - To resident whose information compromised
 - To DWC

Administrator and Alternate Responsibilities

- Enforce contract conditions
- Retain verification of completion of CBT
- Security, procedures, training and supervision
- Report and disclose actual or potential breach
- First level support
- Assist and participate with DWC

Uniform Assigned Names

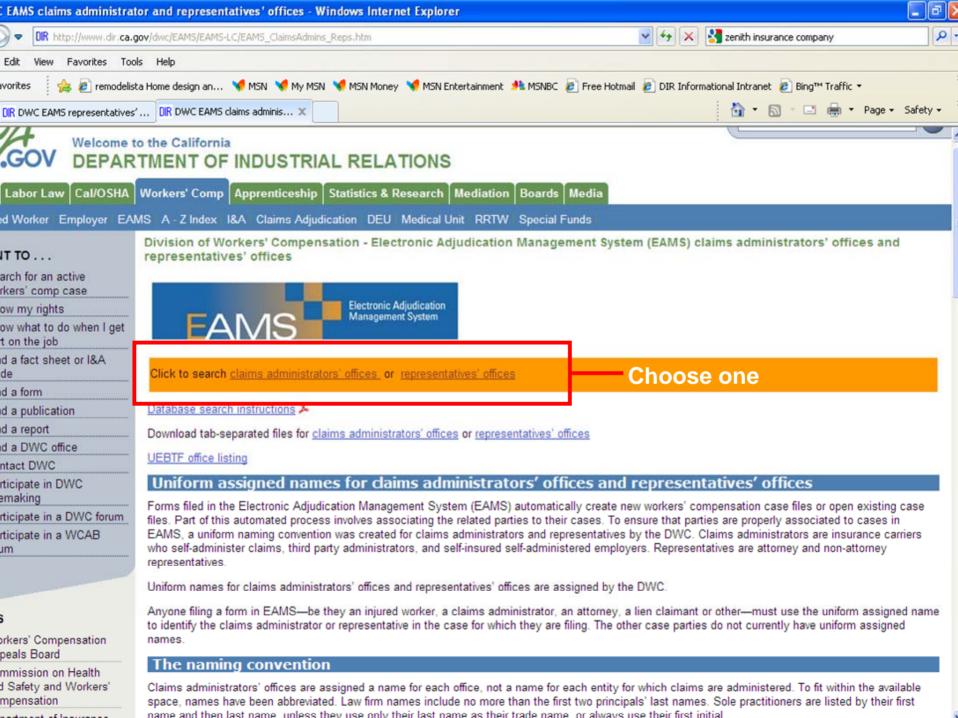
- Court administrator regulation section 10217 (b)
- Claims administrators' offices
- Representatives' offices
- Soon lien claimants
- Name = name/location combination
- Assigned by DWC
- Posted on Web site & updated daily

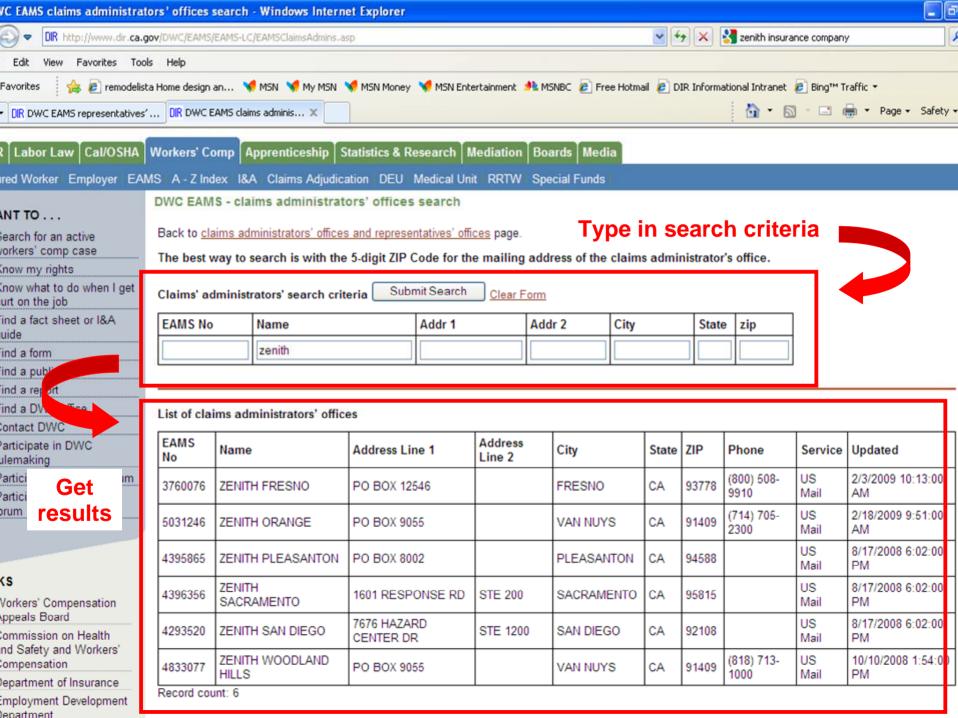
Uniform Assigned Names

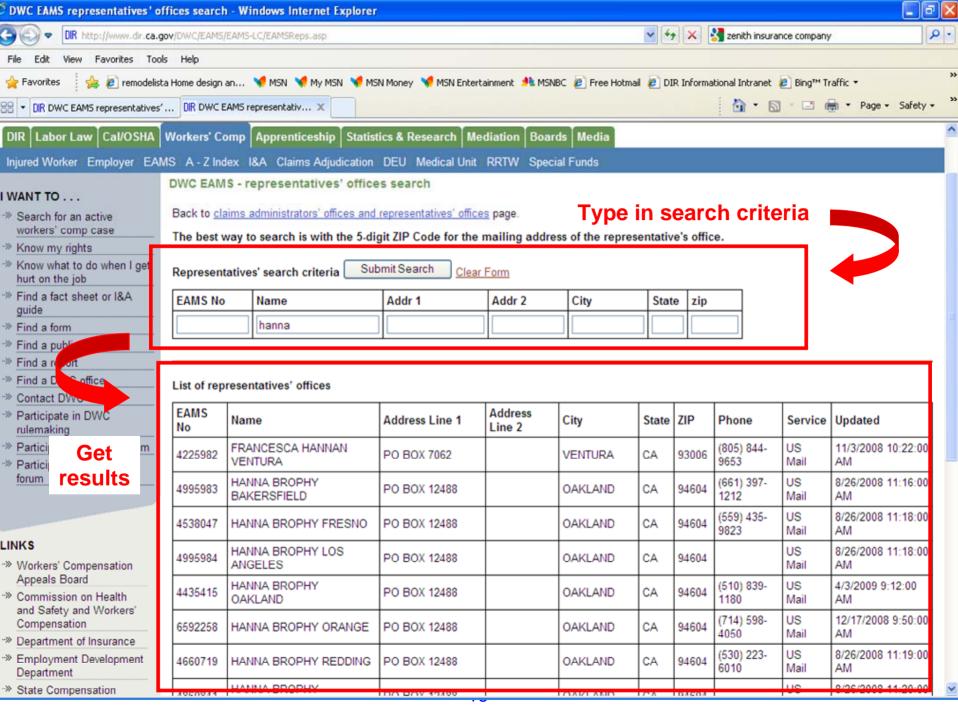
- Don't make up your own
- Use only those from the online database list
- Use for ALL case participants that have a UAN
 - Law firms
 - Lien claimant representatives' offices
 - CLAIMS ADMINISTRATORS' OFFICES
- Must list their address exactly as listed in the database
- If you don't have a UAN for an entity that should, get it before you file – don't just leave it blank
- If you have a problem with an entity getting them to register, email <u>CRU@DIR.CA.GOV</u>

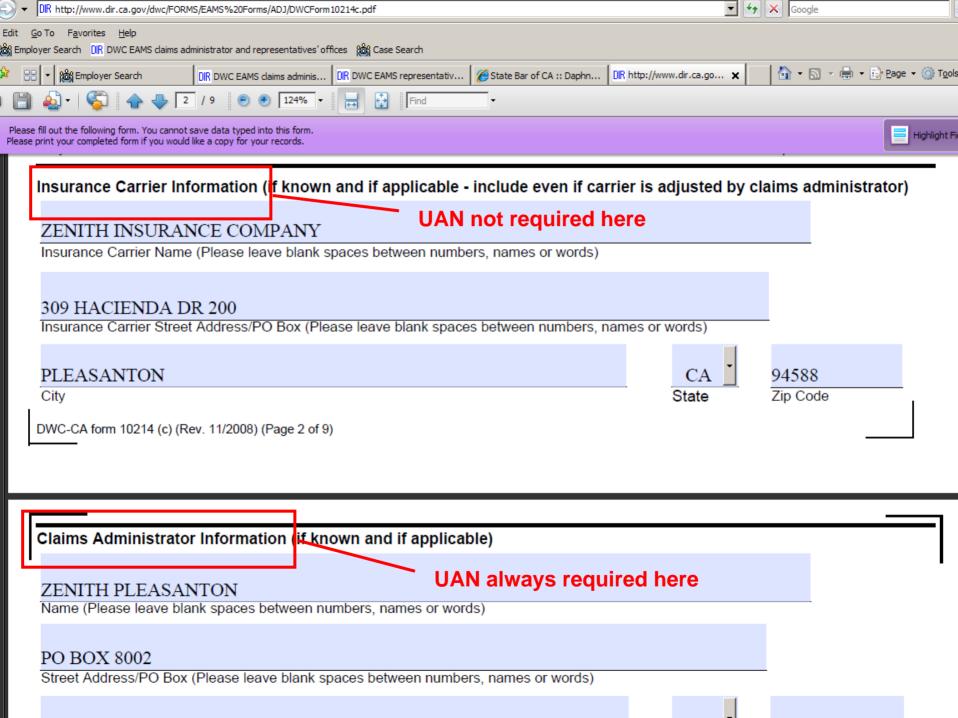
Registration

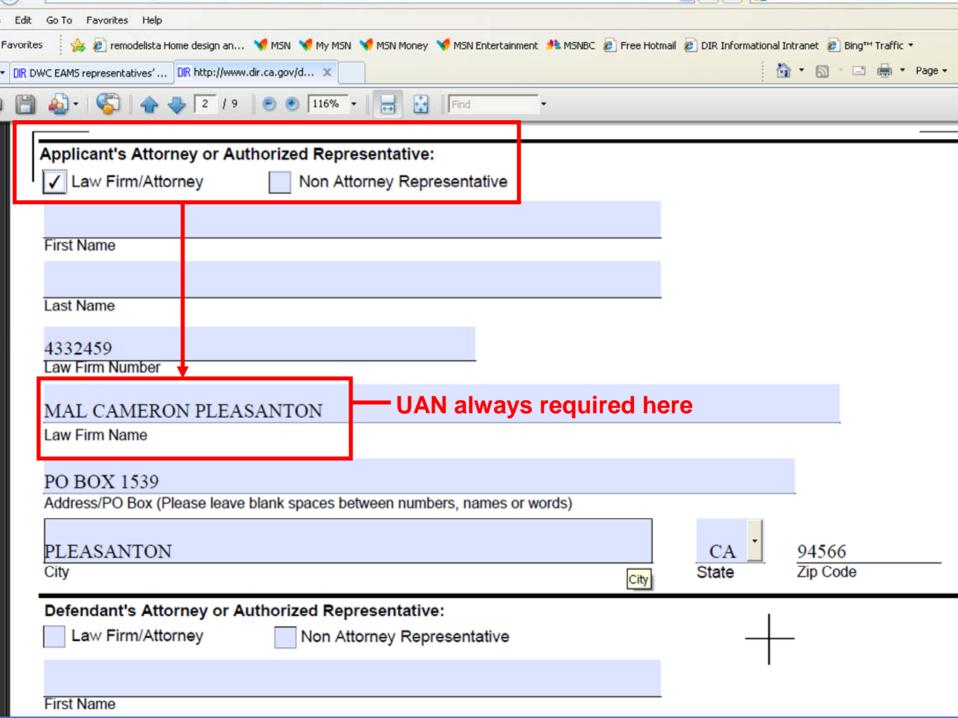
- Central Registration Unit (CRU)
- E-mail <u>CRU@DIR.CA.GOV</u>
- Fax 1-888-822-9309
- New offices and changes
- Preferred method of service
- Change in Handling Location
- Remember, it is not just your UAN, but also the UAN for all other such entities on the e-Form

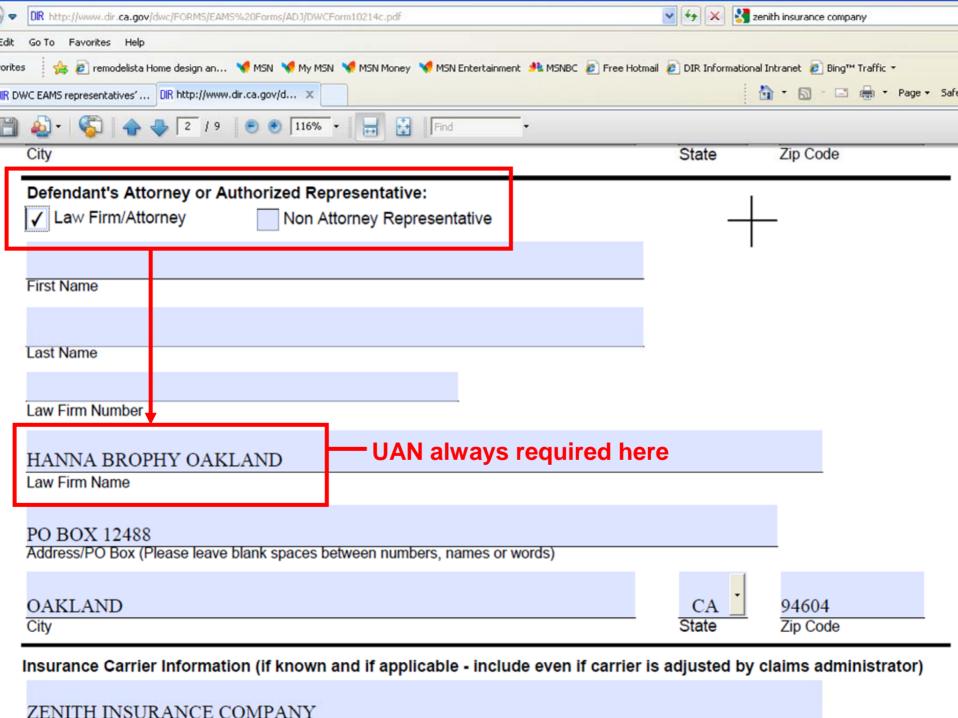


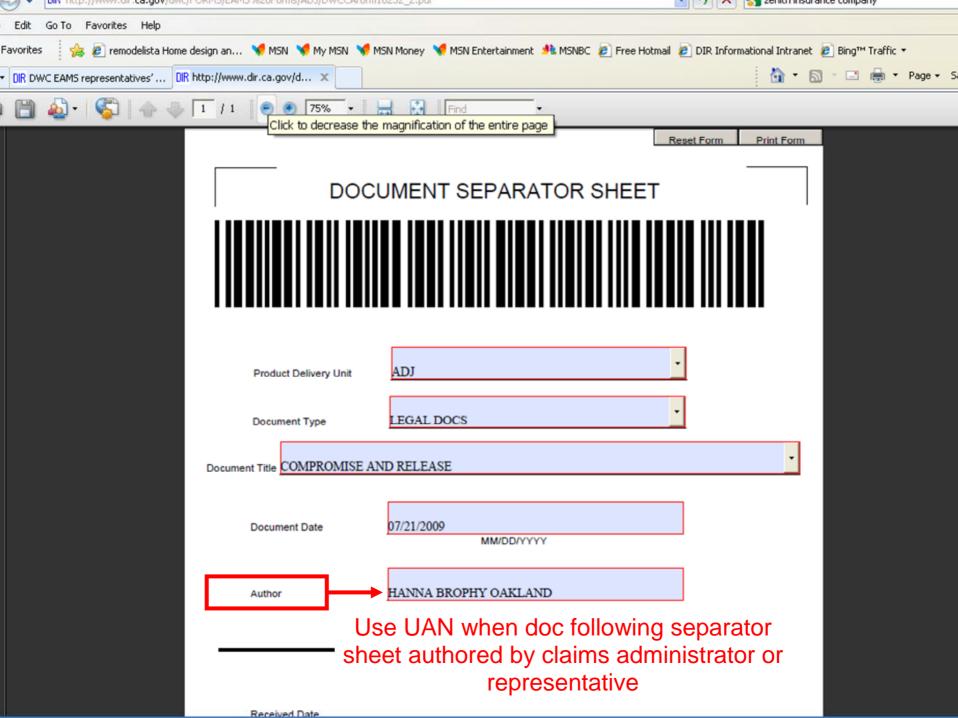












S Signature

Proper format:

S FIRSTNAME LASTNAME

S JOHN JONES

- Do NOT use any slashes/dashes
- Do NOT forget to type the person's name
- Only to be used on e-forms NEVER on an OCR form
- A representatives' office filing for the IW or lien claimant, only your S signature goes on the e-form

Wet Signature

- This is an actual signature on a document
- You CANNOT use a GIF, JPEG or any other type of a signature stamp – it MUST be an actual signature
- Examples of where a "wet" signature is required:
 - Petitions, Objections
 - Signed OCR Settlement Documents that you scan and attach
 - Documents requiring IW or employer signature

Signatures: Two Versions

- Version I: Forms that require only one signature:
- Prepare the e-Form attach the following to the e-Form:
 - Document(s) per filing package requirements
 - Use proof of service document title ADJ LEGAL DOCS – PROOF OF SERVICE

• DON'T FORGET THE S SIGNATURE ON THE FORM

in the format: S JOHN JONES

E-forms - S signature only

- Application for Adjudication of Claim
- Answer to Application for Adjudication of Claim
- Declaration of Readiness to Proceed
- Declaration of Readiness to Proceed Expedited
- EDD Golden Rod 2581
- Notice and Request for Allowance of Lien
- Petition to Terminate Liability for TD
- Request for Reimbursement of Accommodation Expense
- Request for Dispute Resolution before the AD
- Request for Dispute Resolution
- Request for Summary Rating QME RU-101
- Request for Reconsideration of Summary Rating by AD
- Request for Summary Rating Determination PTP

Signatures: Two Versions – cont'd

- Version II: Forms requiring two or more signatures:
- Prepare the e-form attach the following to the e-form
 - Signed version of OCR form
 - Any additional attachments that are necessary
 - Proof of Service
- What about forms requiring only one signature, but not your signature?
 - Use Version II
 - Example: Employee's disability questionnaire or Notice of Offer of Regular Work, which require the injured worker's or employer's signature

E-forms – 2 or more signatures

- Application for Subsequent Injuries Fund Benefits
- Compromise and Release
- Compromise and Release Dependency Claim
- Stipulation with Award (Death)
- Stipulations with Request for Award
- Third Party Compromise and Release
- Notice of Offer of Modified or Alternative Work
- Voucher (IW only)
- Notice of Offer of Regular Work (employer/IW only)
- Employee's Permanent Disability Questionnaire (IW only)
- Application for Discretionary Payments from the UEBTF (IW only)

e-forms with No signature Line

- Request for Consultative Rating
- General Public Request for Information
- Unstructured e-Form

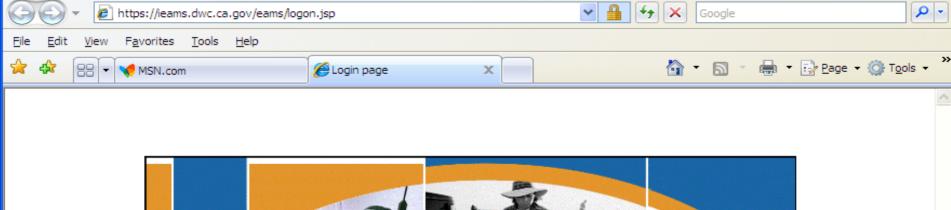
Proof of Service: Signatures

 If you are attaching a list of the case participants you are serving, make it an additional page of the proof of service and scan all the pages together so you only have one document



Filing e-forms





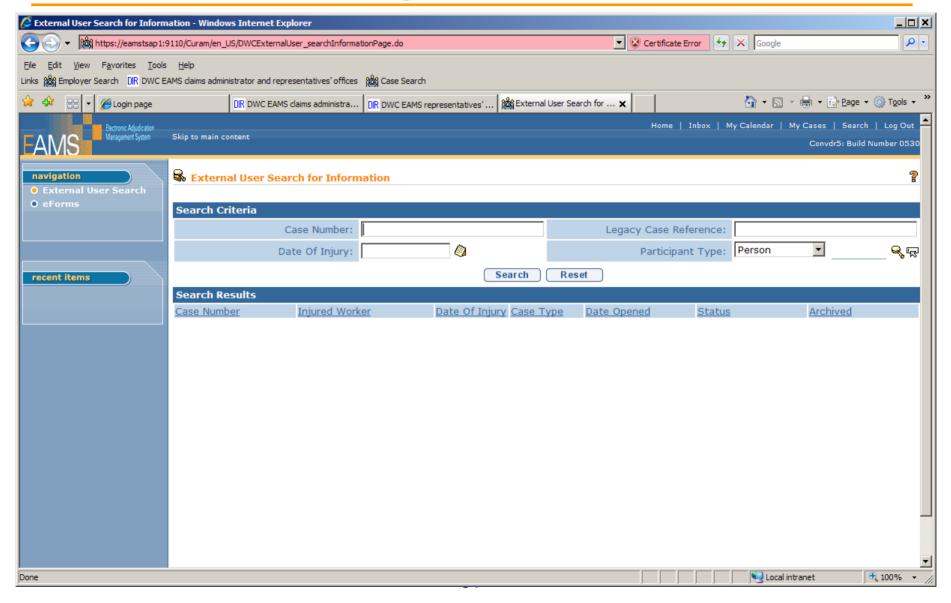


This site requires JRE 1.6.0 or higher

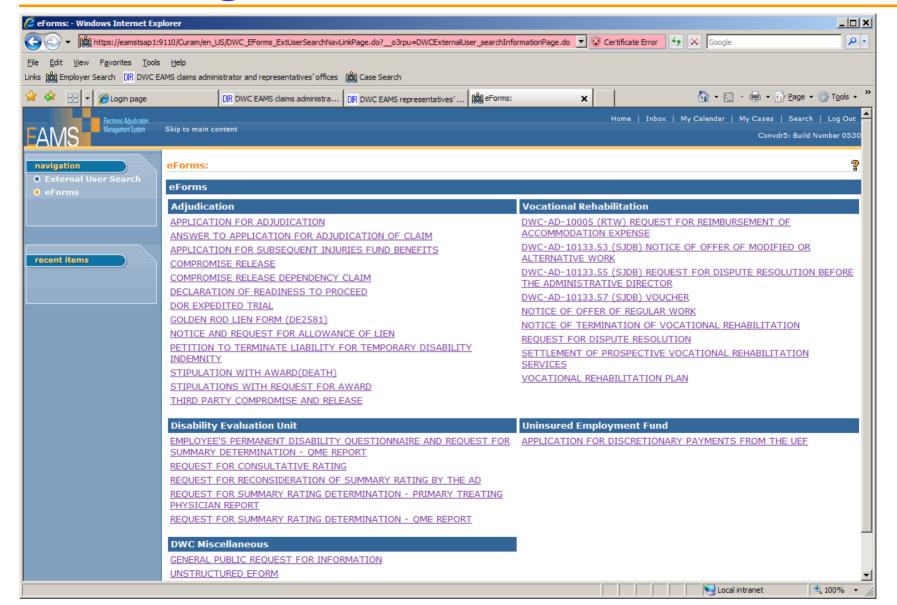
This site best viewed with Microsoft Internet Explorer 6.0+



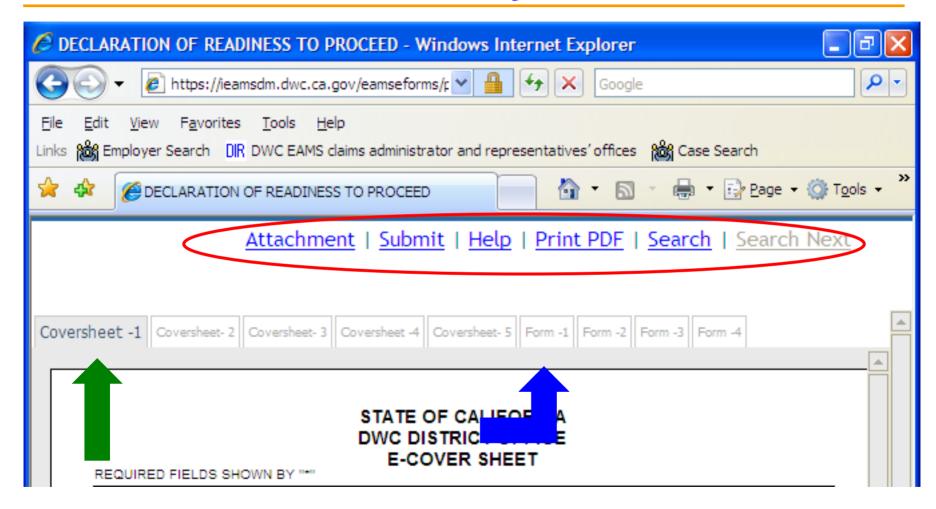
External Home Page



e-form Page



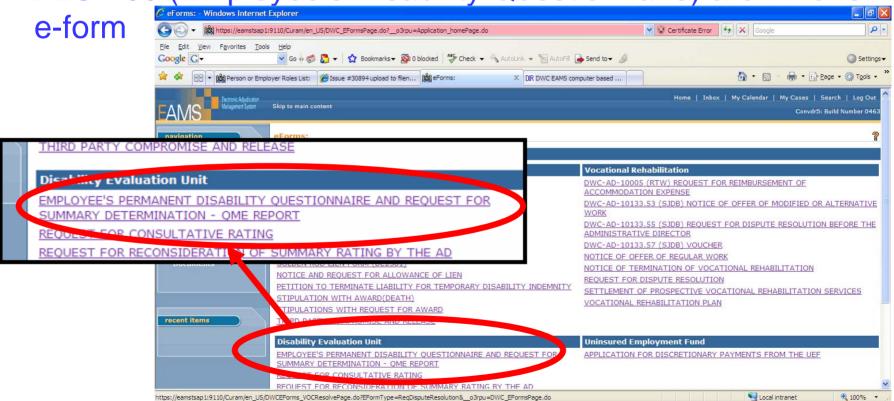
e-form Layout



e-forms: DEU 101 and DEU 100

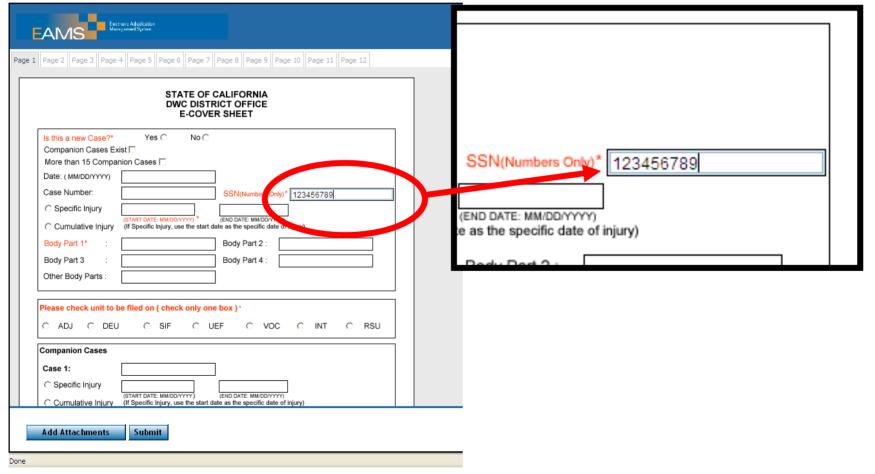
DEU-101 (Request for Summary Rating Determination) and

DEU-100 (Employee's Disability Questionnaire) are in "one"



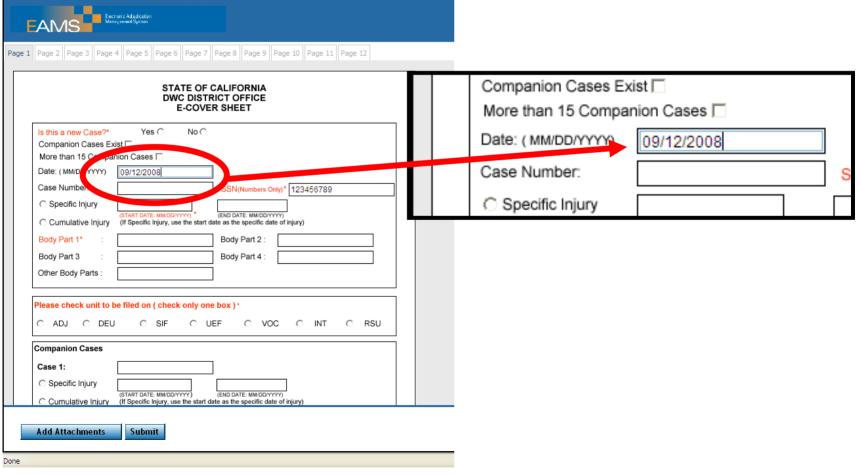
e-forms: Social Security Number

SSN – NOT a required field – but use it on case opening documents if you have it. Do not enter the dashes, just numbers



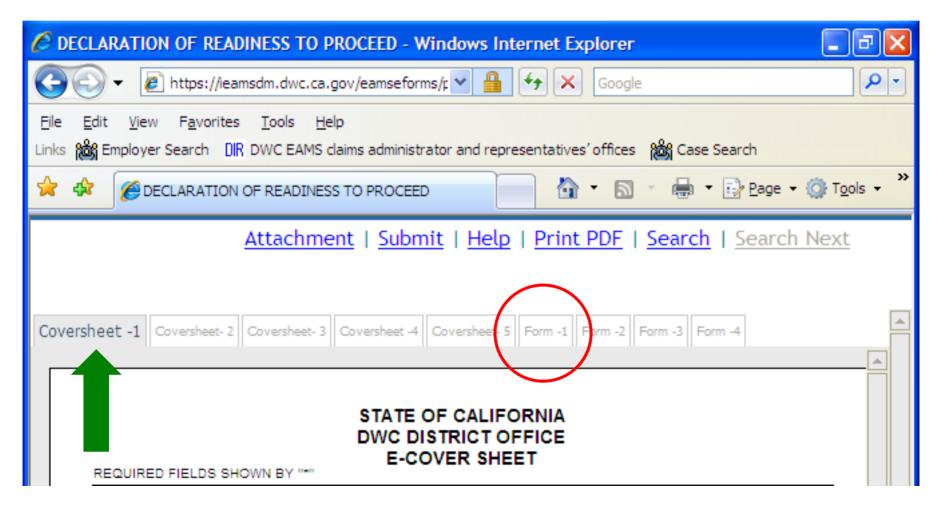
e-forms: Date Format

Dates MUST be in MM/DD/YYYY format – with leading "0" when a single digit month or day



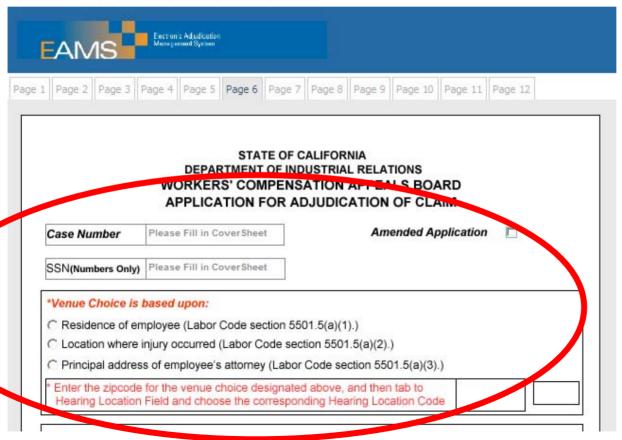
e-forms: No Companion Cases

If there are no companion cases, fill out Coversheet 1 and then click on Form 1

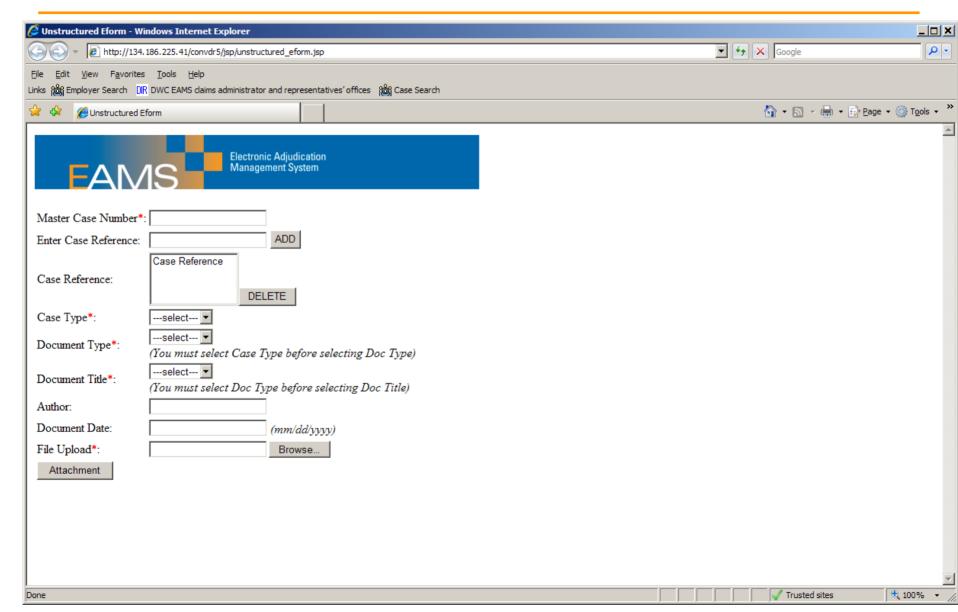


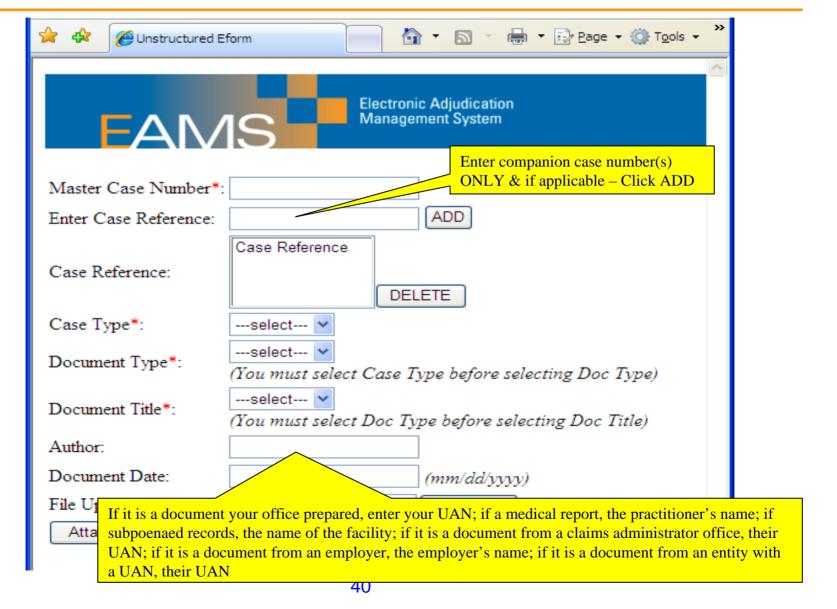
e-forms: Venue Location

When filling out Form 1 (page 1) of the Application for Adjudication of Claim, C&R, or Stips the ZIP Code determines the Venue

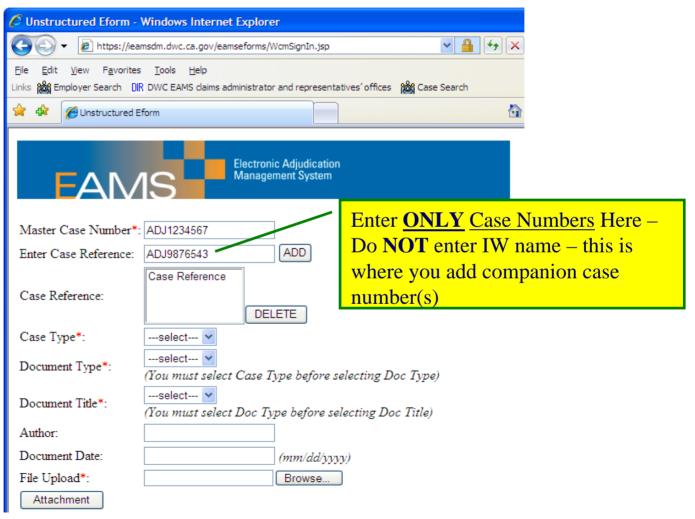


Unstructured e-form

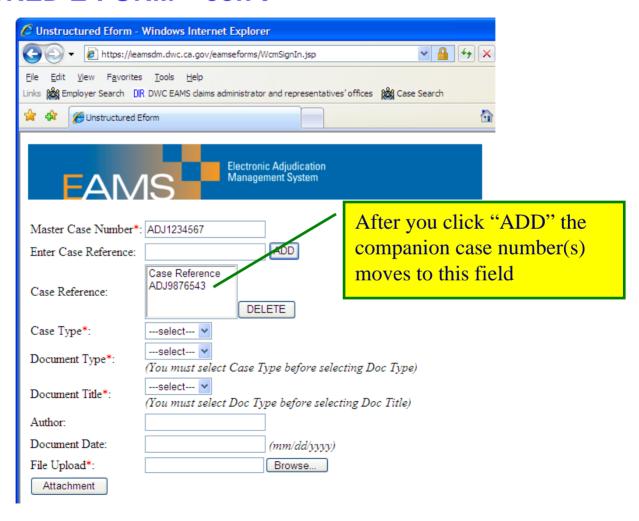


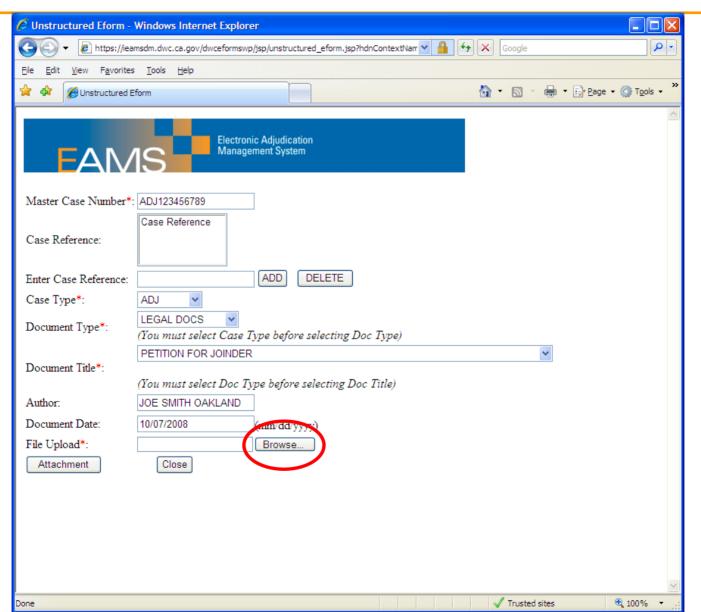


UNSTRUCTURED E-FORMS

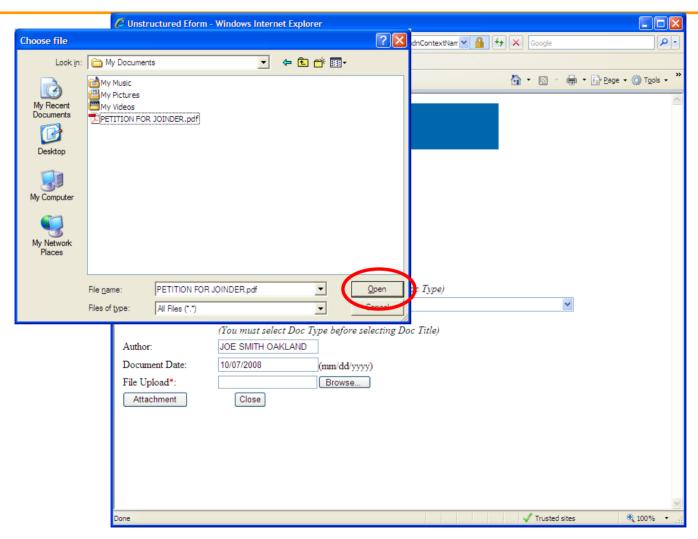


UNSTRUCTURED E-FORM – con't

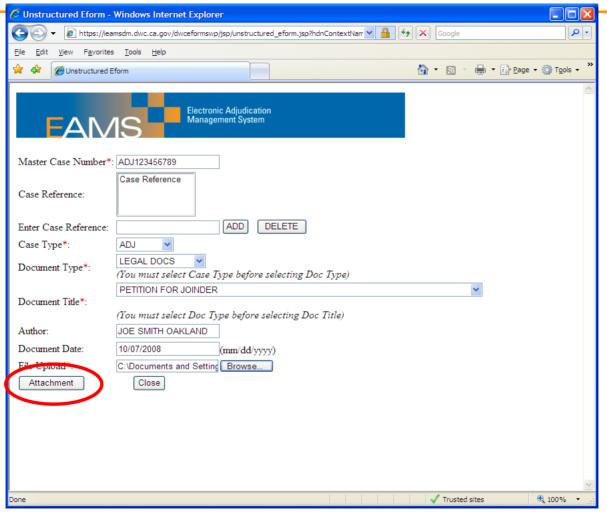




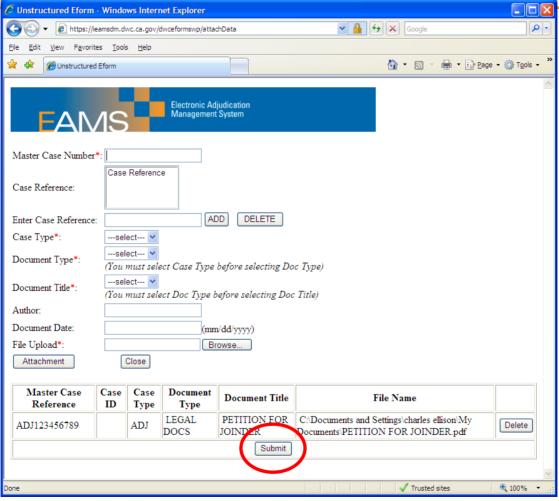
Unstructured e- form - Select File to Attach



Unstructured e- form - Attachment selected



Unstructured e- form - Ready to Submit



e-forms: Errors

If you enter a future date in a required field, or fail to enter any information in a required field you'll get an error message when you click Submit. Click OK and you will be redirected to the specific field to fix the error. HOWEVER, if you misspell names, addresses, etc. in a required field – your document will then go to the unprocessed document queue (UDQ) where a clerk will try to figure out what went wrong.

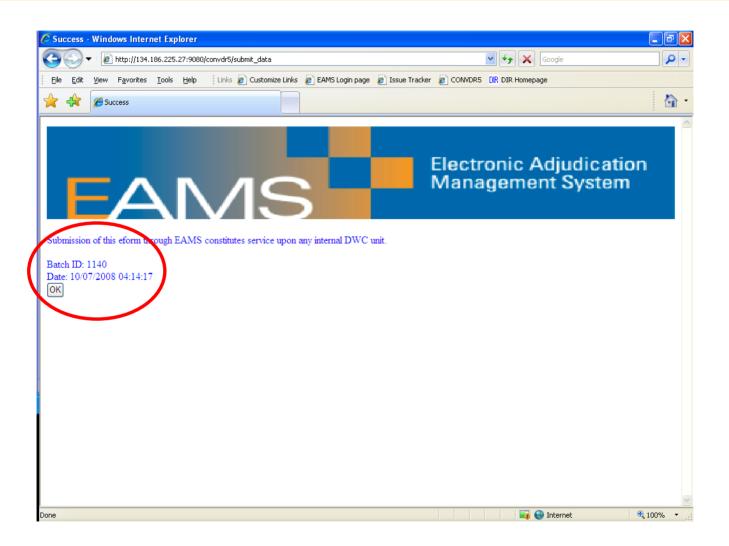


e-forms: Document Service

- When you have to serve documents to other parties you will need to print your e-form.
- Use the "print PDF" function on the form to print all at once and/or save to your hard drive
- You only need to print the pages on which you have filled in data

PRINT BEFORE YOU CLICK SUBMIT

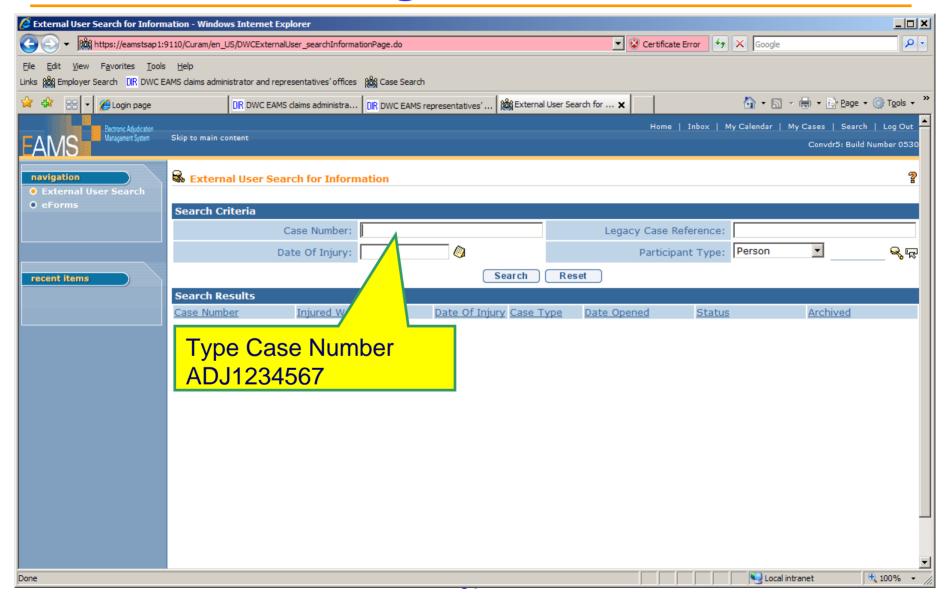
Batch ID - Success!



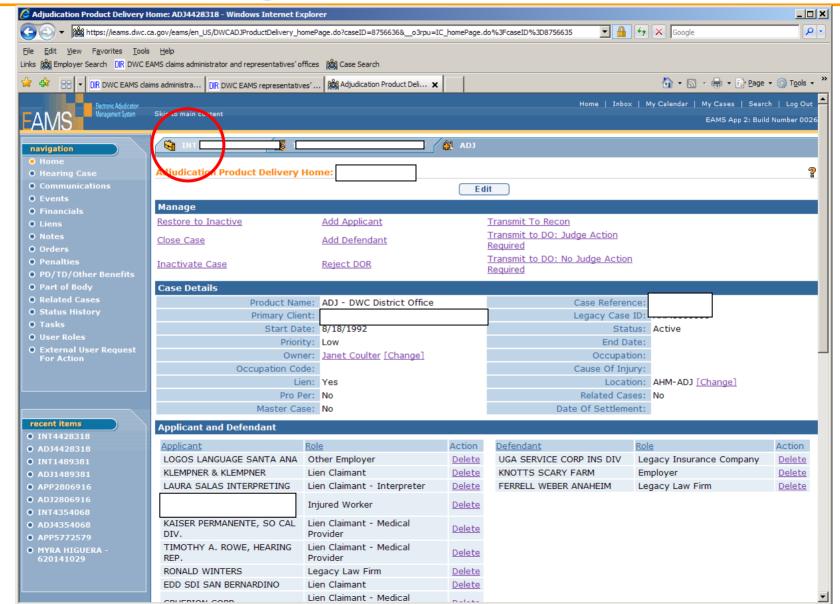
View Your Documents in FileNet

- You search using the ADJ case number the case opens to the ADJ Home Page
- Click on the "INT" tab in the upper left this opens the INT Home Page
- Scroll to the Case Documents Section Click on the INITIALS – "ADJ" (if you click on the case number just below it, you will go back to the ADJ Home Page)
- FileNet opens follow the directions on how to view the documents in the Reference Guide – pg 47

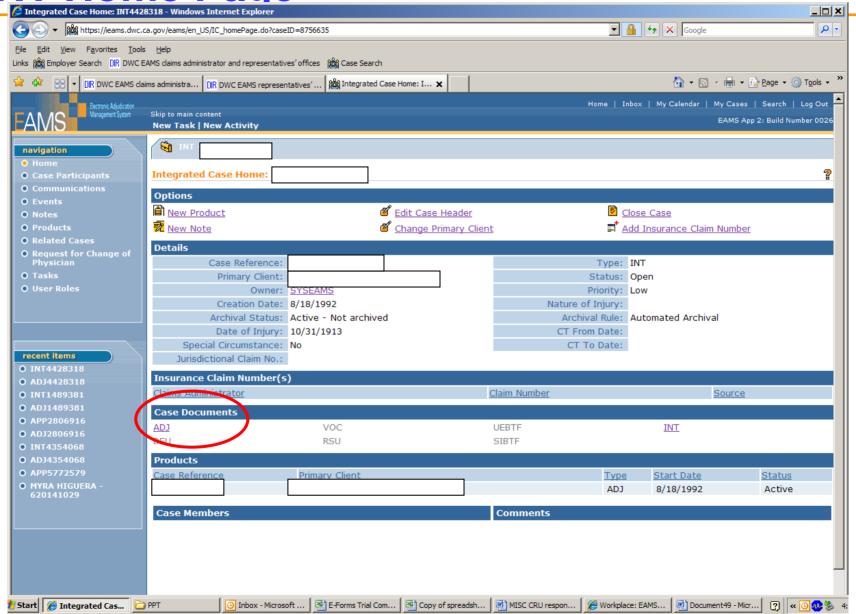
External Home Page



ADJ Home Page



INT Home Page



FileNet Page

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Specific Issues

Avoid mistakes

Attachments

- Do not file the following separately. Scan them in together as a single document/attachment
 - Benefit Notices you can separate TTD from PD notices
 - Explanation of Benefits (EOBs)
 - L C 4906(g) statements
 - Lien bills
 - Medical Management Reports
 - Physical Therapy Notes

Attachments to an e-form

• If you are submitting an e-form that will have attachments:

Use the Attachment link at the top of the page

 Do not submit the e-form and then fill out an unstructured eform

Case Number

- Biggest problem sloppy typing especially on unstructured e-form
- ADJ case numbers NEVER have zero for the first digit
- Do NOT just put "ADJ" in front of the Legacy Case Number
- Do NOT enter both the ADJ and Legacy Case Number
 - Example: do NOT put the EAMS ADJ number in the main case field and the corresponding Legacy case number in the companion case field – they are the same case

Companion Cases

- Do NOT select the radio button "Companion Cases Exist" nor enter any companion case numbers for:
 - Application for adjudication of claim
 - Amended application for adjudication of claim
 - Answers
 - Lien claims
 - Rating requests

Doc Titles

- Use the Correct EXTERNAL document titles
- Refer to the Doc Type and Title list found on the OCR forms page and the website
- Never use Exhibit or Evidence Doc Titles
- Scanned settlement documents use ONLY
 - ADJ MISC CORRESPONDENCE-OTHER even if you are doing a walk-through of the settlement – The DCS is where you select "walk-through" "Yes" – NOT in the Doc Title

Duplicate Filing

- In a word, <u>DON'T</u>
- If you don't see the document in FileNet after the next batch run, <u>WAIT</u>, check the next morning
- If it still is not there, email the HelpDesk
 - IW name & DOB, Batch ID #, UAN EAMS case number if used
 - DO NOT REFILE
- If told it is in the UDQ, <u>WAIT</u> for the email from the UDQ
 Operator <u>DO NOT REFILE</u>
 - UDQ Operator may have to un-archive a case
 - May fix the problem and reprocess
 - Will email you with the problems

Duplicate Filing – con't

- You have emailed the HelpDesk…
- If told it is **not** in the UDQ, email Jackie –
 <u>JMCCONNIE@DIR.CA.GOV</u> with the Batch ID, IW Name & DOB, the EAMS case number from the Document Coversheet you filed (you probably entered the incorrect case number)
 - She will email you to advise if the documents were moved to the correct case or deleted.
 - DO NOT REFILE unless her email says they were deleted

Duplicate Filing – con't

- Right after you click "Submit" you realized you made a mistake
- Email Jackie with
 - IW Name
 - Batch ID
 - Case Number
 - <u>DO NOT REFILE</u>
- If the Batch is in the UDQ she will delete it
- If the Batch processed successfully, she will have to delete the documents
- Either way, <u>DO NOT REFILE</u> wait for her email

Fields

- If there is no information to enter in a field, LEAVE IT BLANK
- For example:
 - SSN if not listing, do NOT type "NONE"
 - New case in the case number field do NOT type "UNASSIGNED"
 - Self-insured employer in the insurance company name do NOT type "NONE" or "SELF-INSURED"

LEAVE IT BLANK

Filing Date

- As you know, if you submit a batch on a holiday or Saturday, assuming it is successful, the filing date is on the next DWC business day
- The same holds true for batches submitted on Furlough Days

Labeling your Documents

- Do not use "EXHIBIT", "EVIDENCE" "APPLICANT 1" etc.
- Abbreviations
 - They must make sense to anyone reading it
 - I don't know what "LSSPOFS" or "A273458353.pdf" means
 - Some you just can't abbreviate to make sense to everyone
 - For Example:
 - Signed C&R Compromise and Release
 - Signed Stips
 Stipulations with Request for Award
 - NOR Notice of Representation
 - Pet 5710 Petition for LC Section 5710 attorney's fee
 - Pet Recon
 Petition for Reconsideration
 - Answer-Recon Answer to Petition for Reconsideration
 - Smith AME 1/4/9 Dr. Smith's AME report of 01/04/2009
 - POS Proof of Service
 - PD Notice Permanent Disability Notice
 - Wage Stmt Wage Statement

Non-mandatory fields

- Filling in just the marked "mandatory" fields is not enough
- Just because it isn't mandatory doesn't mean that the information is to be left out – just as it was pre-EAMS, you need to fill in all the information available in order for the form to be complete
- The e-form settlement document fields need to mirror or match the fields on the scanned in signed settlement document

OCR Documents

- Do NOT attach the corresponding OCR form to your e-form
 - Exceptions:
 - Settlement Documents
 - Death Application
- Do NOT prepare OCR Coversheets and Separator Sheets for unstructured documents. The Unstructured e-form takes care of this

Proof of Service

- Use the correct format in the upper left hand corner:
- Your proof of service needs all of the following in the upper left hand corner:
- Uniform Assigned Name
- EAMS Administrator Name
- EAMS Administrator's Phone Direct or with Extension
- EAMS Administrator's Email
 - Page 30 of the Reference Guide

Reprocessed Batch

- You receive an email that says "Your batch has been reprocessed"
 - This means that the UDQ Operator FIXED what was wrong that caused the batch to err to the UDQ and has re-submitted it
 - After the next batch run, check to see if the document(s) are in FileNet
 - If not, **DO NOT REFILE**
 - Email the UDQ Operator for follow-up

Self-Insured Employers

- In the Employer section, select the radio button "Self Insured"
- Do not enter anything in the Insurance Company section on the form – <u>LEAVE IT BLANK</u>
- You MUST enter the Claims Administrators' Office UAN and address
 - If they self administer their claims, enter their UAN and address
 - If they use a TPA, enter the TPA's UAN and address

Form Specifics

Get your forms and form packages correct

Application form package

- Application for Adjudication of Claim e-form
- 4906(g) ADJ-LEGAL DOCS-4906(g) DECLARATION
 - If filed by Representative for IW add:
- <u>Fee Disclosure Stmt</u> ADJ-LEGAL DOCS-FEE DISCLOSURE STATEMENT
- Venue Authorization ADJ-MISC-LEGAL DOCS-VENUE VERIFICATION
 - If filed by/on behalf of Lien Claimant add
- 10770.5 Verification ADJ-LEGAL DOCS-10770.5 VERIFICATION
- Proof of Service (all filers) ADJ-LEGAL DOCS-PROOF OF SERVICE

DOR form package

- Declaration of Readiness to Proceed e-form
- Medical Report file one, select from below:
 - ADJ-MEDICAL DOCS-QME
 - ADJ-MEDICAL DOCS-AME
 - ADJ-MEDICAL DOCS-ALL MEDICAL REPORTS
 - If the issue is non-medical, attach one document addressing the issue using ADJ MISC CORRESPONDENCE-OTHER
 - If filed by/on behalf of Lien Claimant
- 10770.6 Verification ADJ-LEGAL DOCS-10770.6 VERIFICATION
- Proof of Service (all filers) ADJ-LEGAL DOCS-PROOF OF SERVICE

Lien form package

- Notice and Request for Allowance of Lien e-form
- Itemized Statement of Charges
 - If medical ADJ-LIENS AND BILLS-MEDICAL BILLS
 - If non-medical ADJ-LIENS AND BILLS-BILLS OTHER
- 10770.5 Verification ADJ-LEGAL DOCS-10770.5 VERIFICATION
- Proof of Service ADJ-LEGAL DOCS-PROOF OF SERVICE

Ratings

- Pro Per (unrepresented)
 - Use DEU Prefix even if DEU PDU does not exist Guide pg 24
 - Use only these e-forms:
 - EMPLOYEE'S PERMANENT DISABILITY QUESTIONNAIRE AND REQUEST FOR SUMMARY RATING-QME REPORT
 - Or
 - REQUEST FOR SUMMARY RATING DETERMINATION-PRIMARY TREATING PHYSICIAN REPORT
- When in doubt, file it as a NEW CASE
- If you attach a proof of service use the attachment link on the e-form and use DEU-MISC-PROOF OF SERVICE

Ratings – con't

- Represented IW
 - Use ONLY:
 - REQUEST FOR CONSULTATIVE RATING
- If you attach a proof of service use the attachment link on the e-form and use DEU-MISC-PROOF OF SERVICE



EAMS Help Desk



Contacting the EAMS Help Desk

- e-form trial users to contact EAMS Help Desk when you have question(s)/problem(s)
- Preferred method of contact is:
 - 1) Send an e-mail to EAMSHELPDESK@DIR.CA.GOV
 - 2) Call the Call Center @ 1-888-771-3267 option #4
- Hours: 7 a.m. to 6 p.m.
 - e-mails after 5 p.m. may be handled the next business day
- NOTE: Only the administrator or alternate may contact the EAMSHelpDesk

e-form Submission

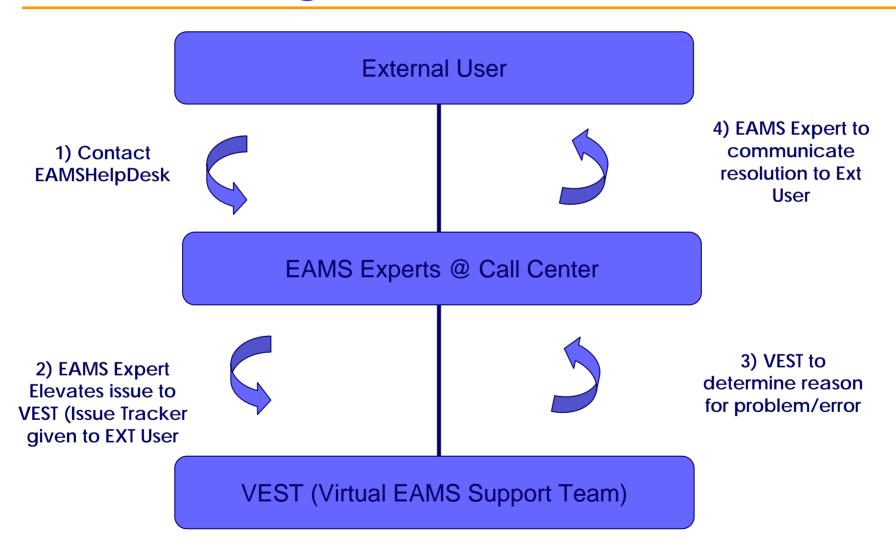
- Completion of e-form submission will generate a batch ID#
- Print batch ID# and keep for future reference
- Verify next day to see if your e-form was successfully submitted in case
- Don't see it????
- E-mail information to <u>EAMSHELPDESK@DIR.CA.GOV</u> so we can research to see what happened to the e-form – remember, <u>only</u> the primary or alternate administrator can email the HelpDesk

(Please include Batch ID #, case #, IW's name, and the type of e-form submitted, screen shots when appropriate, your contact information including your UAN)

Problem Solving in EAMS

- If EAMS expert is unable to determine problem after researching issue will be submitted to "issue tracker"
- What is issue tracker?
 - Additional team of EAMS experts who investigate and resolve issues
 - Issue tracker ID# will be given to external user as a reference number to track status
 - Upon response from issue tracker, external user will be contacted and notified of outcome

Problem Solving Chain of Command



Helpful Hints

- Take screen shots of error messages
- How? <u>ALT + Print Screen</u> then save into a Word document and attach to your e-mail for Help Desk to view & possibly submit to issue tracker
- 15 minutes of inactivity on EAMS will time you out
- 30 minutes of <u>inactivity</u> on e-form will time you out & will have to start e-form all over
- If you are working on an e-form and EAMS times you out, you can still submit your e-form

e-form Filer Partnership

Patience & teamwork

e-forms trial participants help find potential bugs

Thank you!!!



EANS

Electronic Adjudication
Management System

CA Department of Industrial Relations

The UDQ



What's the UDQ?

- Unprocessed document queue
- Where forms with mistakes end up
- Processed centrally
- Currently have three (3) UDQ Operators

Staying out of the UDQ

- Review your case in EAMS to get all information you need to file your document BEFORE you file it – check for correct spellings and dates
- If you are a case participant and can't see your case in EAMS, E-mail the Help Desk before you file your document
- Please use the EAMS case number, not the legacy case number on your documents. Use the case number lookup tool on the Web site.

Staying out of the UDQ

- Don't check a box/radio button unless you mean it—you can't uncheck, you will have to exit and start from scratch
- Leave fields blank where they do not apply: If there is no applicant or defense attorney, leave the fields blank. Do <u>NOT</u> type N/A, NONE, IN PRO PER or anything else in the field
- If filing a case opening document, application, C&R, Stips,
 do <u>NOT</u> type "unassigned" in the case number field: Leave it
 blank; when filing new or amended applications, answers,
 liens or rating requests do <u>NOT</u> include companion case
 numbers on the Cover Sheet, even if they exist

Staying out of the UDQ

- Filing an amended Application for Adjudication: make sure the amended box is checked!
- In paragraph 2 or in an addendum, please identify what is being amended, such as DOI, DOB, Name, Body Parts, etc.— for example, <u>"Amending DOI to 01/01/2010."</u> We have to manually make the change so we need to know what you are changing

Staying out of the UDQ: Use of the UAN

- Make sure you have your own Uniform Assigned Name (UAN) and everyone else's <u>exactly right</u>
- Make sure the UAN <u>NOT</u> the claims adjuster's name—is in the claims administrator name field. Unless the employer is uninsured, this field must always have an UAN
- If the employer is self-insured, Do <u>NOT</u> put a name and address in the insurance company fields – they are not given the role of insurance company
- Claims administrators & lien claimants filing applications:
 You are the "applicant" in this instance; if there is an
 attorney representing the deft/lien claimant, their UAN goes
 in the applicant attorney field

Staying out of the UDQ: Document Titles

- Use the proper document title for attachments:
 - The drop down list contains both DWC internal and external users titles
 - You will need to refer to the <u>external document title list</u> that accompanies the OCR document separator sheet for external document titles and <u>ONLY</u> use those
- What if there is no document title for your attachment?
- For example, there is a document title for "medical bill" under ADJ, LIENS AND BILLS, but there is no doc title for other types of bills, such as those filed with a lien for translating services
 - First question: Does the document require immediate review and action?
 - If no, as in example of an interpreter bill it will be filed under ADJ MISC -CORRESPONDENCE – OTHER
 - If yes, the document is filed under ADJ MISC TYPED OR WRITTEN LETTER
 - Example: A letter from a Pro Per injured worker that cannot be categorized but should be reviewed by a judge; <u>ONLY</u> a document that requires <u>immediate review and possible action</u> (rather than just being filed) AND which does not have a document title, should filed as a TYPED OR WRITTEN LETTER

Staying out of the UDQ: LIEN FILING

- No amended liens can be filed at this time. They ALL must be ORIGINAL, even if it is an amended lien filed in the case. Our system does not pick up the Original File Date, so when a lien is filed with the Amended box checked even with the proper Original Lien Date entered on the form, the system can't find the original filing date because it was not captured. This is true for ALL post EAMS liens. At this time, ALL LIENS MUST BE FILED AS ORIGINAL – Enter the date you prepare the lien in the field "DATE OF ORIGINAL LIEN" – this is the same date as entered on the Document **Cover Sheet**
- Do <u>NOT</u> attach the proof of service to the itemized billing statement; the Proof of Service must be a separate document

Staying out of the UDQ: Other Tips

- Please do <u>NOT</u> file cover letters. They are not needed
- Do <u>NOT</u> file copies of prior MOH/Awards/Orders; they are already in the District Office file
- If an e-form was filed and the attachments or proof of service were not filed; Do <u>NOT</u> file the same e-form again; just file the attachments/proof of service using the unstructured e-form
- Filing to do a walk-through: **BEFORE** going to the District Office you **MUST** verify that the documents are in EAMS

Staying out of the UDQ: Other Tips

- When entering EAMS case numbers on the Cover Sheet, the DOI field can be blank, and ensure that none of the boxes are checked for specific or cumulative trauma; this also applies to companion cases; but, make sure the case numbers are correct and belong to the correct injured worker
- Please be sure to enter your UAN on the Notice of Representation or Substitution of Attorney; e.g. "Please enter our appearance for XXXXXXXXX. Our UAN is XXXXXXX"



Tips & Tricks From External Users



e-forms Tips and Tricks

- Take advantage of the available tools and resources!
 - > EAMS Web site
 - ➤ Help Desk
- Administrator and alternate
 - Managing the login and password
 - Training
 - Problem solving
 - Contacting the Help Desk
- Provide feedback!
 - Report problems
 - Report useful tips

e-forms Tips and Tricks

- ➤ ORDER: Gather all pertinent info AHEAD OF TIME
 - EAMS case numbers
 - Uniform assigned names
 - Addresses for parties
 - Body parts, etc.
- ➤ PREPARE, SIGN and SCAN all documents to be submitted with your e-form ahead of time.
- LOG-OUT Fill out your e-Forms without interruptions to avoid being logged out from EAMS/e-forms
- PRINT your e-Form before submitting & serve on parties

e-forms Tips and Tricks

- ➤ E-filing allows for:
 - Accurate, faster submission time for you
 - Faster document processing at the District Office
 - Immediate submission status check

Overall efficiency and timely results

AND IT'S EASIER!

Filling out e-forms by Copy and Paste

- Copy text blocks from your report and paste them into your e-form
- e-forms and mice don't like each other:
 - Trick for right-hand mouse users: Use <CTRL>c to copy, <CTRL>v to paste
 - Trick for left-hand mouse users: Use <CTRL><Insert> to copy,
 <SHIFT><Insert> to paste

Electronic Adjudication

Management System

CA Department of Industrial Relations





Q & A Process

- Write down your questions leave room for answers
- Note your main question ask it first
- Press *1 if you want to ask a question
 - Our Moderator will be connecting you in order
- Each administrator will be able to ask 1 question initially
 - If you have more, press *1 to get back in the queue
- Listen carefully to each question
 - Many of yours will be answered as we go
- If you have more, press *1 to get back in the queue